



NSSC News...July 29, 2004

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Visit our website at: <http://nssc.nasa.gov/>

NSSC Mission: "To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services."

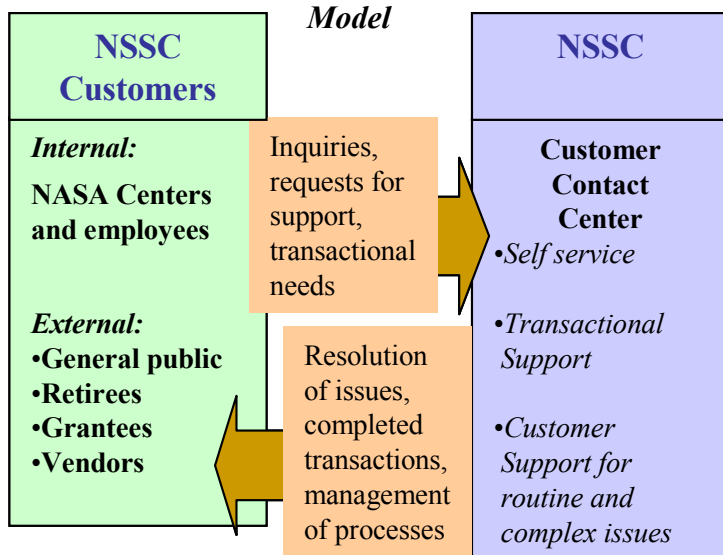
How will services be delivered?

The NSSC will be in one location where staff working in a Customer Contact Center will be dedicated to providing high quality and timely services to internal and external customers.

NSSC customers will either go on-line for self-service, e-mail or simply call a toll free number and talk with a customer service representative to receive service.

Each Center will also have a NSSC Center Liaison to provide local assistance and access to NSSC.

Notional Service Delivery Model



Information Technology Team Update

Here is a highlight from the IT Team courtesy of Vanessa Stromer.

The Information Technology Transition Team continues to move forward in preparation for a successful transition to the NSSC. Recent activities include providing comments on the NSSC IT organizational structure, reviewing the integrated transition schedule, and identifying services that will be provided from the virtual MSFC site. The ODIN transition plan was updated with a new transition date of October 1, 2006 based on the anticipated ODIN follow-on contract schedule.

NSSC SIPOC's on web

A SIPOC is a diagram that outlines the flow of a process and interrelationships between activities.

S – Supplier, **I** – Input, **P** – Process, **O** – Output, **C** – Customer

The NSSC implementation team created SIPOC diagrams for each activity transitioning to the NSSC in order to assess phasing of activities, overlaps, and risks. SIPOC's don't focus on "how" the process is completed, rather the interrelationships between activities from the perspective of Suppliers feeding Inputs or data into the Process, and when the process has completed its activity the Output that gets fed to a Customer.

Recently the NSSC Business Operations: SIPOC Diagram Summary Report was posted on our website. If you are interested in reviewing these diagrams they can be found under the Progress Link, Briefing/Report section.

Center visits

Starting in mid-September the Agency Transition Team will be visiting each Center. The overall objectives of the visit are to raise the level of awareness of NSSC, provide updates, and understand Center issues and requirements.

Center visit schedule

Sept 15 – SSC	Sept 20 – KSC
Sept 22 – GRC	Oct 14 – LaRC
Oct 19 – ARC	Oct 20 – DFRC
Oct 22 – JSC	Oct 26 – MSFC
Week 10/24 - GSFC	

RFP release date

The date for the release of the RFP has moved to August 31. Information on this topic can be found at: <http://www.eps.gov/spg/NASA/HQ/OPHQDC/NASA-NSSC-A76/Attachments.html>
Look under the Current Site Selection & A-76 Competition Update 01 (Posted on Jul 26, 2004).